CREATING CASE AND CLIENT ALERTS JUST BECAME EASIER

Effective 3/13/02, two new pop-up screens are available in EIS. These screens will allow creation of client or case alerts from almost anywhere in EIS without leaving the screen on which you are working. If you are in the middle of the Application Entry Sequence, these screens will allow you to set alerts without losing your place.

The new screen names are **ALRT** and **ALRC**. Here is an overview of each:

ALRT (ALERT SHORTCUT SCREEN – CASE)

- **You can access the ALRT from anywhere in the system by typing the screen name in the *NEXT* field and hitting <enter>.** This will take you directly to the ALRT pop-up screen where you can enter up to two case alerts.
- If no case number is showing on the system, *next*ing to the ALRT will bring up the NEXT screen, which will prompt you for a case number. After typing in the case number and hitting <*enter*>, the ALRT screen will display, allowing entry of up to two case alerts.
- When the alerts have been typed, hit <*enter*> and you will return to the originating screen.
- You must use the PF2 key to move from the ALRT to the ALRC.

ALRC (ALERT SHORTCUT SCREEN – CLIENT)

- **You can access the ALRC by *next*ing from any EIS screen, or by selecting PF2 from the ALRT.** You may be prompted to enter a month in which the case was active (e.g., any month that has been initialized).
- When you request the ALRC, the system will display a pop-up window requesting that you select a client. Once a client has been selected, the ALRC screen will appear, allowing you to set up to two alerts on the client.
- Pressing <*enter*> will set the alert and return you to the originating screen where you can continue your work.
- In order to move from the ALRC screen to the ALRT screen, you must use the PF2 key; or you can select PF4 to bring up the client list again and create an alert for another client.

Both shortcut screens display the Full Service Office, Unit, and Caseload as shown on the Case Record Control (CARC) screen. The ALRT screen will always display the EIS CARC, while the ALRC screen will display the JAS CARC if the client is registered in JAS. If the client is not known to JAS, the EIS CARC will display on the ALRC.

NOTE - In most cases when you set an alert using the ALRT or the ALRC and hit *<enter>*, you will be returned to the screen you were on when you requested the shortcut screen. There is one exception to this rule: some screens cannot be accessed via the NEXT function: when you request the ALRT or ALRC from one of these screens and create an alert, hitting *<enter>* will return you to the last menu.

If you have system questions, please contact Systems Operations Help Desk at EISHelp@health.state.ak.us <mailto:EISHelp@health.state.ak.us>. For Policy questions, please contact the Policy and Program Development Team at DPAPolicy@health.state.ak.us <mailto:DPAPolicy@health.state.ak.us>.

Cut here and keep this handy reference about the ALRT and ALRC!!

SETTING ALERTS WITH ALRT AND ALRC

▷ Access the screens by using the *NEXT* field

▷ Move between the two pop-up windows by using PF2 and PF4

▷ ALRT will display the EIS CARC

▷ ALRC will display the JAS CARC if the client is registered in JAS

REMEMBER: Alerts help you manage your caseload and avoid errors. Check your alerts daily via the ETAD screen and take action as necessary.